

## What will happen when I complain?

We will write to you within 3 working days of receiving your complaint. We will acknowledge your complaint and provide you with a copy of our PELC complaints policy. The policy will contain details of the stages and timescale to investigate your complaint.

If it becomes apparent that we cannot send a response within the timescale agreed, we will contact you to explain the delay and agree with you an extension.

Once the complaint has been investigated, we will write a final response to you to let you know the outcome. The response will include:

- A summary of your complaint
- Investigation Notes & PELC findings (An explanation of how the complaint has been investigated)
- Conclusions reached in relation to the complaint
- Any action that has been taken or is proposed to prevent a recurrence of the incident
- An apology where appropriate
- Information on your right to take the complaint to the Health Services Ombudsman.

## Confidentiality and Consent

We will keep information about you confidential. To investigate your complaint we may need to analyse all telephone recordings with the service or access your health records to obtain relevant information. If a complaint involves two or more organisations, we will need to share your complaint with the other organisation concerned.

We will ask your consent before accessing or sharing your information. Please let us know if you do not agree. However, this may make it more difficult to look into your complaint.

## If you are not satisfied with the response

We will do our best to ensure that we reach a response that you will be happy with. However if you are unsatisfied with the outcome of the complaint investigation, you can ask the Health Service Ombudsman to review the complaint.

### Useful Contacts

#### **Independent Complaints Advocacy Service (ICAS)**

##### **POhWER - ICAS**

Hertlands House, Primett Rd, Stevenage SG1 3EE

Telephone: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer' with your name and number to 81025

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Skype: pohwer.advocacy

Fax: 0300 456 2365

Post: PO Box 14043, Birmingham, B6 9BL

[www.pohwer.net](http://www.pohwer.net)

#### **VoiceAbility**

Unit 1, The Old Granary, Westwick, Oakington, Cambridge, CB24 3AR.

Telephone: 01223 555800

[www.voiceability.org](http://www.voiceability.org)

[redbridge@voiceability.org](mailto:redbridge@voiceability.org)

#### **The Health Service Ombudsman**

Millbank Tower

Millbank

London

SW1P 4QP

Telephone: 0845 015 4033 Fax: 020 7217 4940

Text phone: 020 7217 4066

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

# HAVE YOUR SAY

A guide on how to make compliments and complaints about our GP Out of Hours and Emergency and Urgent Care Services.



### **Feedback, Compliments and Complaints;**

- How to have a say about your care
- How to get your concerns or complaints dealt with

### **You have a right to;**

- have your say and be listened to
- complain if you are unhappy with something we have done

“To create a health system that provides patient-focussed and centred, culturally competent, clinically excellent and cost-effective care with exceptional outcomes and patient satisfaction”

## We want your feedback



PELC aims to provide patients with the best care we can. However, sometimes things may go wrong and you might not be happy with the service that you, a family member, or friend has received.

If you would like to give us any compliments, complaints or other feedback about our service, please use the viewpoint terminals or the freepost feedback cards to let us know. It is important to us that any complaints about our services are reported so we can act upon them in order to improve the standard of care we provide.



### Compliments, Comments and Suggestions

If you are pleased with the services we have provided, please tell us. We will be pleased to pass on any compliments to staff. Our healthcare team appreciate receiving positive feedback from patients.

We also welcome any suggestions or comments you have that will contribute to improving our service.

- **Phone:** 020 8911 1130 (office hours only, between 9am to 5pm)
- **Letter or Feedback Card:** Freepost RRLT-GUAY-KGXA, PELC Ltd, Becketts House, 2-14 Ilford Hill, Ilford, Essex IG1 2FA (no stamp required)
- **Email:** [pelc.feedback@nhs.net](mailto:pelc.feedback@nhs.net)
- **Viewpoint Terminal**
- **Online:** [www.pelc.nhs.uk](http://www.pelc.nhs.uk)



### Who can complain?

You can complain if you are a patient, or a representative of a patient.

If you are making a complaint on behalf of a patient, we will need their written consent as we have a duty to protect the confidentiality of their information. If the patient is unable to give their consent as they are under the age of 16, or do not have capacity, consent will be sought from a parent/relative or other suitable person.

### How to make a complaint

You can make a complaint by using one of the following methods:

- **Phone:** 020 8911 1130 (office hours only, between 9am to 5pm)
- **Letter:** Unit 3, Bourne Court, Southend Road, Woodford. London IG8 8HD
- Essex IG1 2FA (no stamp required)
- **Email:** [pelc.feedback@nhs.net](mailto:pelc.feedback@nhs.net)
- **Viewpoint Terminal**
- **Online:** [www.pelc.nhs.uk](http://www.pelc.nhs.uk)

If you prefer not to send a written complaint, please telephone 020 8911 1130 between 9am and 5pm to leave your contact details with a member of the Governance team. We will arrange to contact you at a mutually convenient time to take details of your complaint. Should you request it; a written summary of the concerns raised will be sent to you.

Normally a complaint should be made within 12 months of the date on which the matter occurred, or 12 months of the date on which the matter came to the notice of the complainant.

### What information should I include in the complaint?

Please include the following information in your complaint:

- Name, date of birth, address and contact number. (If you are not the patient, please include your relationship to the patient)
- Date of incident & place of incident (e.g. Queens Hospital)
- What happened
- Who was involved (e.g. Doctor, receptionist)
- What was the outcome
- What you would like us to do as a result of your complaint (e.g. you may want an apology, explanation of the situation, changes or improvements to the service, or assurance it will not occur again)

### Who can help me make a complaint?

If you require any help with your complaint **The Independent Complaints Advocacy Service (ICAS)** can help people make a complaint or express a concern about NHS services. The service is free and confidential and ICAS can be brought in at any stage of a complaint.

If you need specific help (for example, if English is not your first language), explain your need to the operator when you first raise your complaint. Alternatively, you can speak to ICAS. If they cannot give you the help themselves, they will tell you where you can get help.